

Memo

To: Chief David J. Mara
From: Captain Robert Cunha
CC: Assistant Chief Gary T. Simmons
Date: March 7, 2013
Re: Summary of Formal Complaints (52.1.5)

Citizen's Complaints Lodged in 2012

Thirty-nine citizens filed a total of forty-eight complaints against Manchester PD employees in 2012. In comparison forty-seven citizens filed a total of fifty-eight complaints in 2011. Forty-two citizens filed a total of fifty-eight complaints in 2010.

All of these complaints were investigated by the Manchester Police Department and resulted in the following findings for 2012:

<u>TYPE</u>	<u># OF CASES</u>	<u>UNFOUNDED</u>	<u>UNSUBSTANTIATED</u>	<u>SUBSTANTIATED</u>	<u>EXONERATED</u>
Rudeness	11	11	0	0	0
Unnecessary/ Excessive Force	5	3	0	0	2
Improper Conduct	5	1	2	1	1
Bias Based Complaint	1	1	0	0	0
Ineffective Service	18	11	0	7	0
Lost Property	2	1	1	0	0

